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**Qwest**

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**R. Hance Haney**

Executive Director - Federal Regulatory and  
Congressional Affairs

May 1, 2002

**RECEIVED**

**MAY - 1 2002**

**FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 - 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report  
CC Docket No. 88-2. Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders concerning Qwest ONA Plans<sup>1</sup>, Qwest hereby submits its ONA Nondiscrimination Report for installation and maintenance for the first quarter of 2002. This report includes both provisioning and maintenance results and is broken down into the categories, as mandated by the FCC. This report also includes categories of Public Access Lines.

Acknowledgment of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

Attachment

cc: Ms. Janice Myles

No. of Copies rec'd 014  
List ABCDE

<sup>1</sup> See In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order, 11 FCC Rcd. 20541 (1996).

# Quarterly ONA Installation Detail Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1 - Business</b>				
Total Orders	138609	<b>Average Interval</b>	201926	<b>Average Interval</b>
Due Dates Missed	3011	(In Days)	4838	(In Days)
% Due Dates Missed	2.17%	3	2.40%	3
		0		0
<b>A2 - PBX</b>				
Total Orders	1375	<b>Average Interval</b>	9938	<b>Average Interval</b>
Due Dates Missed	32	(In Days)	274	(In Days)
% Due Dates Missed	2.33%	5	2.76%	7
		0		0
<b>A3 - Centrex</b>				
Total Orders	21492	<b>Average Interval</b>	36993	<b>Average Interval</b>
Due Dates Missed	631	(In Days)	1028	(In Days)
% Due Dates Missed	2.94%	5	2.78%	6
		0		0
<b>A4 - WATS</b>				
Total Orders	50	<b>Average Interval</b>	922	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	7	(In Days)
% Due Dates Missed	2.00%	3	0.76%	3
		0		1
<b>A5 - Mobile</b>				
Total Orders	0	<b>Average Interval</b>	6	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	16.67%	6
		0		0
<b>A6 - Feature Group A</b>				
Total Orders	6	<b>Average Interval</b>	173	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	1	3.47%	5
		0		4
<b>A7 - Foreign Exchange</b>				
Total Orders	412	<b>Average Interval</b>	849	<b>Average Interval</b>
Due Dates Missed	9	(In Days)	11	(In Days)
% Due Dates Missed	2.18%	3	1.30%	3
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>B1 - Feature Group B</b>				
Total Orders	0	<b>Average Interval</b>	92	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	12	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>13.04%</b>	20
		0		10
<b>B2 - Feature Group D</b>				
Total Orders	0	<b>Average Interval</b>	1772	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	60	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>3.39%</b>	20
		0		9
<b>B3 - DID</b>				
Total Orders	261	<b>Average Interval</b>	6523	<b>Average Interval</b>
Due Dates Missed	23	(In Days)	697	(In Days)
% Due Dates Missed	<b>8.81%</b>	16	<b>10.69%</b>	18
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>C1 - Packet DDD Line</b>				
Total Orders	2	<b>Average Interval</b>	75	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	2	2.67%	8
		0		0
<b>C2 - Packet Synchronous Access</b>				
Total Orders	24	<b>Average Interval</b>	10269	<b>Average Interval</b>
Due Dates Missed	6	(In Days)	437	(In Days)
% Due Dates Missed	25.00%	16	4.26%	14
		2		7
<b>C3 - Packet Asynchronous Access</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>D1 - Protective Alarm</b>				
Total Orders	18	<b>Average Interval</b>	310	<b>Average Interval</b>
Due Dates Missed	3	(In Days)	4	(In Days)
% Due Dates Missed	16.67%	7	1.29%	5
		0		0
<b>D2 - Protective Relay</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
<b>D3 - Control Circuit</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>E1 - Telegraph 75 Baud</b>				
Total Orders	2	<b>Average Interval</b>	26	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	8	(In Days)
% Due Dates Missed	50.00%	12	30.77%	19
		0		0
<b>E2 - Telegraph 150 Baud</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>F1 - Voice, Non-Switched Line</b>				
Total Orders	0	Average Interval	85	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	1.18%	20
		0		3
<b>F2 - Voice, Switched Line</b>				
Total Orders	10	Average Interval	794	Average Interval
Due Dates Missed	0	(In Days)	50	(In Days)
% Due Dates Missed	0.00%	10	6.30%	10
		2		3
<b>F3 - Voice, Switched Trunk</b>				
Total Orders	0	Average Interval	1132	Average Interval
Due Dates Missed	0	(In Days)	57	(In Days)
% Due Dates Missed	No Activity	0	5.04%	23
		0		12
<b>F4 - Voice and Tone, Radio Land Line</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
<b>F5 - Data, Low Speed</b>				
Total Orders	0	Average Interval	118	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	No Activity	0	8.47%	8
		0		3
<b>F6 - Basic Data and Voice</b>				
Total Orders	7	Average Interval	1833	Average Interval
Due Dates Missed	0	(In Days)	93	(In Days)
% Due Dates Missed	0.00%	21	5.07%	11
		1		4
<b>F7 - Voice/Data PSN Access Tie Trunk</b>				
Total Orders	0	Average Interval	166	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	2.41%	9
		0		5
<b>F8 - Voice/Data SSN Access</b>				
Total Orders	0	Average Interval	104	Average Interval
Due Dates Missed	0	(In Days)	19	(In Days)
% Due Dates Missed	No Activity	0	18.27%	22
		0		10
<b>F9 - Voice/Data SSN Intermachine Trunk</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
<b>F10 - Data Extension, Voice Grade</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0

		0		0
<b>F11 - Voice Grade Telephoto and Facsimile</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>No Activity</b>	0
		0		0
<b>F12 - Protective Relay, Voice Grade</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>No Activity</b>	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.



Quarterly ONA Installation Detail Report

Qwest

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>G1 - Program Audio, 200-3500 Hz</b>				
Total Orders	0	Average Interval	47	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	24
		0		0
<b>G2 - Program Audio, 100-5000 Hz</b>				
Total Orders	1	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	8	0.00%	7
		0		0
<b>G3 - Program Audio, 50-8000 Hz</b>				
Total Orders	0	Average Interval	15	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	6.67%	17
		0		3
<b>G4 - Program Audio, 50-15000 Hz</b>				
Total Orders	1	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	25
		0		0

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Quarterly ONA Installation Detail Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>H1 - TV Channel 1 Way 15 kHz Audio</b>				
Total Orders	0	Average Interval	295	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	No Activity	0	2.71%	47
		0		1
<b>H2 - TV Channel 1 Way 5 kHz Audio</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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Quarterly ONA Installation Detail Report

**Qwest**

1 QTR 2002

		<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>I1 - Digital Voice Circuit</b>				
Total Orders	10	<b>Average Interval</b>	167	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	<b>0.00%</b>	8	<b>4.79%</b>	8
		0		1
<b>I2 - Digital Data, 2.4 kbps</b>				
Total Orders	0	<b>Average Interval</b>	60	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>3.33%</b>	6
		0		1
<b>I3 - Digital Data, 4.8 kbps</b>				
Total Orders	0	<b>Average Interval</b>	1	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>0.00%</b>	3
		0		3
<b>I4 - Digital Data, 9.6 kbps</b>				
Total Orders	0	<b>Average Interval</b>	545	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	24	(In Days)
% Due Dates Missed	<b>No Activity</b>	0	<b>4.40%</b>	10
		0		4
<b>I5 - Digital Data, 56 kbps</b>				
Total Orders	2	<b>Average Interval</b>	84	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	<b>0.00%</b>	22	<b>5.95%</b>	10
		0		1

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**

1 QTR 2002

	<u><b>AFFILIATE</b></u>		<u><b>ALL OTHERS</b></u>	
<b>J1 - Dedicated Hicap Digital, 1.544 mbps</b>				
Total Orders	164	<b>Average Interval</b>	43982	<b>Average Interval</b>
Due Dates Missed	20	(In Days)	3462	(In Days)
% Due Dates Missed	12.20%	22	7.87%	15
		1		7

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
1 QTR 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
<b>K1 - Dedicated Hicap Digital, 3.152 mbps</b>					
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	<b>No Activity</b>	0	<b>No Activity</b>	0	
		0		0	
<b>K2 - Dedicated Hicap Digital, 6.312 mbps</b>					
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	<b>No Activity</b>	0	<b>No Activity</b>	0	
		0		0	
<b>K3 - Dedicated Hicap Digital, 44.736 mbps</b>					
Total Orders	8	<b>Average Interval</b>	2686	<b>Average Interval</b>	
Due Dates Missed	1	(In Days)	267	(In Days)	
% Due Dates Missed	<b>12.50%</b>	33	<b>9.94%</b>	20	
		0		10	
<b>K4 - Dedicated Hicap Digital, &gt;45 mbps</b>					
Total Orders	165	<b>Average Interval</b>	313	<b>Average Interval</b>	
Due Dates Missed	18	(In Days)	28	(In Days)	
% Due Dates Missed	<b>10.91%</b>	15	<b>8.95%</b>	24	
		2		3	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>L1 - Smart PAL</b>				
Total Orders	1292	<b>Average Interval</b>	31	<b>Average Interval</b>
Due Dates Missed	129	(In Days)	0	(In Days)
% Due Dates Missed	<b>9.98%</b>	13	<b>0.00%</b>	6
		1		0
<b>L2 - Basic PAL</b>				
Total Orders	1215	<b>Average Interval</b>	3522	<b>Average Interval</b>
Due Dates Missed	112	(In Days)	68	(In Days)
% Due Dates Missed	<b>9.22%</b>	13	<b>1.93%</b>	3
		3		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1 - Business</b>				
Total Tickets	170		174	
Average Interval in Hrs/Mns	2	42	2	12
<b>A2 - PBX</b>				
Total Tickets	83		1237	
Average Interval in Hrs/Mns	1	14	1	53
<b>A3 - Centrex</b>				
Total Tickets	114		156	
Average Interval in Hrs/Mns	2	21	2	18
<b>A4 - WATS</b>				
Total Tickets	0		22	
Average Interval in Hrs/Mns	No Activity		2	21
<b>A5 - Mobile</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>A6 - Feature Group A</b>				
Total Tickets	0		105	
Average Interval in Hrs/Mns	No Activity		2	20
<b>A7 - Foreign Exchange</b>				
Total Tickets	76		363	
Average Interval in Hrs/Mns	1	59	2	8

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Quarterly ONA Maintenance Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>B1 - Feature Group B</b>				
Total Tickets	0		18	
Average Interval in Hrs/Mns	No Activity		1	35
<b>B2 - Feature Group D</b>				
Total Tickets	0		253	
Average Interval in Hrs/Mns	No Activity		1	42
<b>B3 - DID</b>				
Total Tickets	95		950	
Average Interval in Hrs/Mns	1	18	2	30

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Quarterly ONA Maintenance Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>C1 - Packet DDD Line</b>				
Total Tickets	1		175	
Average Interval in Hrs/Mns	6	13	0	36
<b>C2 - Packet Synchronous Access</b>				
Total Tickets	0		122	
Average Interval in Hrs/Mns	No Activity		1	28
<b>C3 - Packet Asynchronous Access</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
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Quarterly ONA Maintenance Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>D1 - Protective Alarm</b>				
Total Tickets	1		43	
Average Interval in Hrs/Mns	0	37	2	21
<b>D2 - Protective Relay</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>D3 - Control Circuit</b>				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		3	47

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Quarterly ONA Maintenance Report  
 Qwest  
 1 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>E1 - Telegraph 75 Baud</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
<b>E2 - Telegraph 150 Baud</b>		
Total Tickets	0	15
Average Interval in Hrs/Mns	No Activity	3 26

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Quarterly ONA Maintenance Report

**Qwest**  
1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>F1 - Voice, Non-Switched Line</b>				
Total Tickets	0		77	
Average Interval in Hrs/Mns	No Activity		1	55
<b>F2 - Voice, Switched Line</b>				
Total Tickets	300		1752	
Average Interval in Hrs/Mns	2	31	2	26
<b>F3 - Voice, Switched Trunk</b>				
Total Tickets	198		1988	
Average Interval in Hrs/Mns	1	32	1	14
<b>F4 - Voice and Tone, Radio Land Line</b>				
Total Tickets	3		113	
Average Interval in Hrs/Mns	2	20	2	44
<b>F5 - Data, Low Speed</b>				
Total Tickets	0		99	
Average Interval in Hrs/Mns	No Activity		2	21
<b>F6 - Basic Data and Voice</b>				
Total Tickets	14		3814	
Average Interval in Hrs/Mns	2	24	1	42
<b>F7 - Voice/Data PSN Access Tie Trunk</b>				
Total Tickets	0		134	
Average Interval in Hrs/Mns	No Activity		1	4
<b>F8 - Voice/Data SSN Access</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>F9 - Voice/Data SSN Intermachine Trunk</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>F10 - Data Extension, Voice Grade</b>				
Total Tickets	2		56	
Average Interval in Hrs/Mns	2	29	1	37
<b>F11 - Voice Grade Telephoto and Facsimile</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>F12 - Protective Relay, Voice Grade</b>				
Total Tickets	0		3	
Average Interval in Hrs/Mns	No Activity		5	55

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Quarterly ONA Maintenance Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>G1 - Program Audio, 200-3500 Hz</b>				
Total Tickets	0		15	
Average Interval in Hrs/Mns	No Activity		2	2
<b>G2 - Program Audio, 100-5000 Hz</b>				
Total Tickets	0		10	
Average Interval in Hrs/Mns	No Activity		2	50
<b>G3 - Program Audio, 50-8000 Hz</b>				
Total Tickets	5		30	
Average Interval in Hrs/Mns	5	21	3	47
<b>G4 - Program Audio, 50-15000 Hz</b>				
Total Tickets	0		26	
Average Interval in Hrs/Mns	No Activity		2	41
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Quarterly ONA Maintenance Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>H1 - TV Channel 1 Way 15 kHz Audio</b>			
Total Tickets	0	24	
Average Interval in Hrs/Mns	No Activity	2	49
<b>H2 - TV Channel 1 Way 5 kHz Audio</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
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Quarterly ONA Maintenance Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>I1 - Digital Voice Circuit</b>				
Total Tickets	13		55	
Average Interval in Hrs/Mns	0	33	3	26
<b>I2 - Digital Data, 2.4 kbps</b>				
Total Tickets	0		85	
Average Interval in Hrs/Mns	No Activity		1	15
<b>I3 - Digital Data, 4.8 kbps</b>				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		0	16
<b>I4 - Digital Data, 9.6 kbps</b>				
Total Tickets	0		251	
Average Interval in Hrs/Mns	No Activity		1	47
<b>I5 - Digital Data, 56 kbps</b>				
Total Tickets	20		4784	
Average Interval in Hrs/Mns	0	54	2	6
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Quarterly ONA Maintenance Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>J1 - Dedicated Hicap Digital, 1.544 mbps</b>				
Total Tickets	2461		13152	
Average Interval in Hrs/Mns	11	36	2	36
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Quarterly ONA Maintenance Report  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>		
<b>K1 - Dedicated Hicap Digital, 3.152 mbps</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>K2 - Dedicated Hicap Digital, 6.312 mbps</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
<b>K3 - Dedicated Hicap Digital, 44.736 mbps</b>				
Total Tickets	1		310	
Average Interval in Hrs/Mns	0	58	1	44
<b>K4 - Dedicated Hicap Digital, &gt;45 mbps</b>				
Total Tickets	649		345	
Average Interval in Hrs/Mns	12	25	13	33
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Quarterly ONA Maintenance Report

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>L1 - Smart PAL</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
<b>L2 - Basic PAL</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

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Quarterly ONA Maintenance Report - Tickets with Due Dates

**Qwest**

1 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>A1 - Business</b>		
Total Tickets	10302	55649
Average Interval in Hrs/Mns	<b>7:50</b>	<b>9:55</b>
Due Dates Missed	630	4643
% Due Dates Missed	<b>6.12%</b>	<b>8.34%</b>
<b>A2 - PBX</b>		
Total Tickets	59	1953
Average Interval in Hrs/Mns	<b>10:10</b>	<b>11:08</b>
Due Dates Missed	5	287
% Due Dates Missed	<b>8.47%</b>	<b>14.70%</b>
<b>A3 - Centrex</b>		
Total Tickets	2115	14796
Average Interval in Hrs/Mns	<b>8:16</b>	<b>9:59</b>
Due Dates Missed	181	1679
% Due Dates Missed	<b>8.56%</b>	<b>11.35%</b>
<b>A4 - WATS</b>		
Total Tickets	0	13
Average Interval in Hrs/Mns	<b>No Activity</b>	<b>19:34</b>
Due Dates Missed	0	5
% Due Dates Missed	<b>0.00%</b>	<b>38.46%</b>
<b>A5 - Mobile</b>		
Total Tickets	0	4
Average Interval in Hrs/Mns	<b>No Activity</b>	<b>18:08</b>
Due Dates Missed	0	2
% Due Dates Missed	<b>0.00%</b>	<b>50.00%</b>
<b>A6 - Feature Group A</b>		
Total Tickets	6	66
Average Interval in Hrs/Mns	<b>9:27</b>	<b>13:55</b>
Due Dates Missed	0	9
% Due Dates Missed	<b>0.00%</b>	<b>13.64%</b>
<b>A7 - Foreign Exchange</b>		
Total Tickets	36	332
Average Interval in Hrs/Mns	<b>4:57</b>	<b>11:04</b>
Due Dates Missed	1	45
% Due Dates Missed	<b>2.78%</b>	<b>13.55%</b>

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Quarterly ONA Maintenance Report - Tickets with Due Dates  
**Qwest**  
 1 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>E1 - Telegraph 75 Baud</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
<b>E2 - Telegraph 150 Baud</b>		
Total Tickets	0	84
Average Interval in Hrs/Mns	No Activity	25:06:00
Due Dates Missed	0	42
% Due Dates Missed	0.00%	50.00%
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